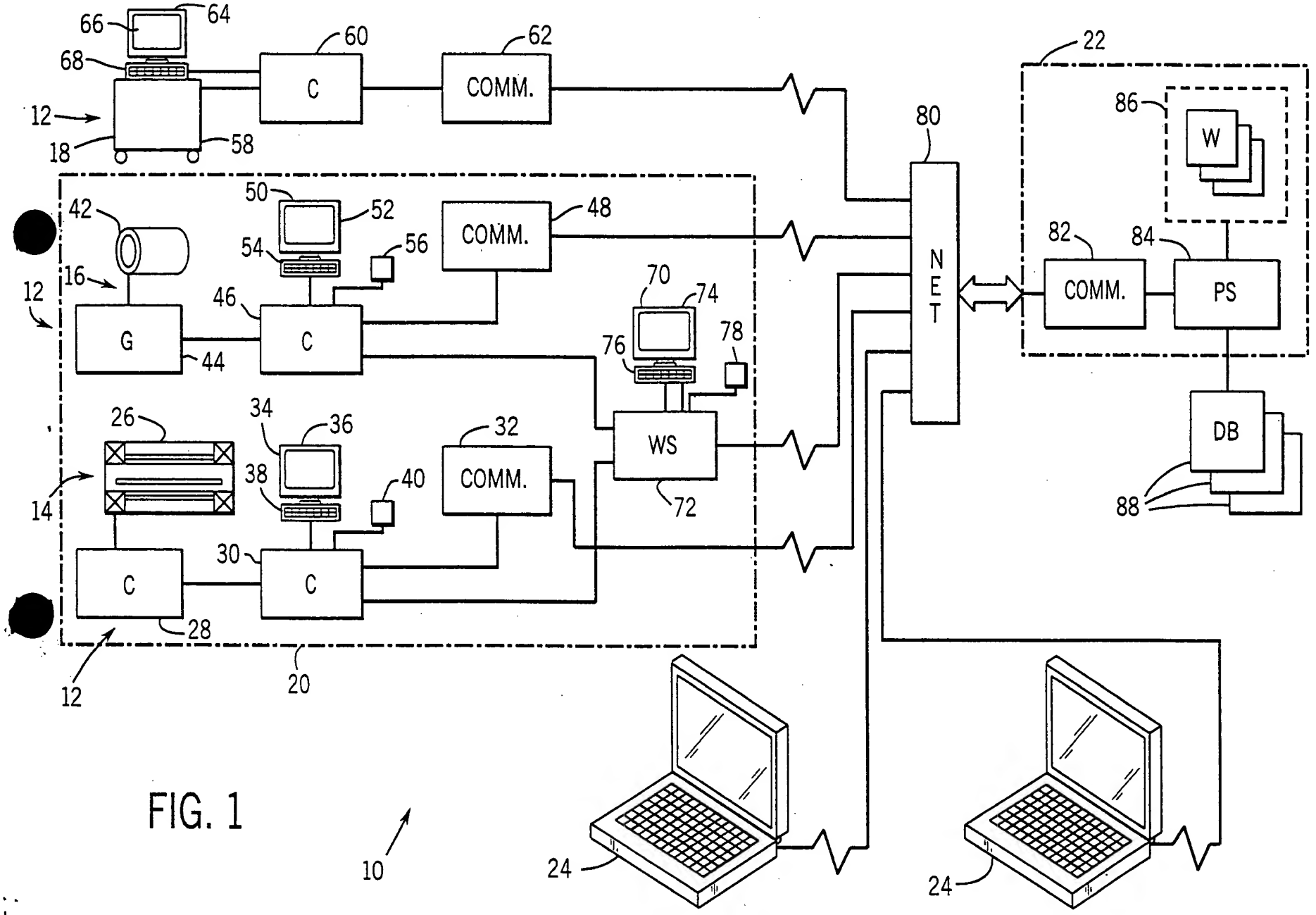
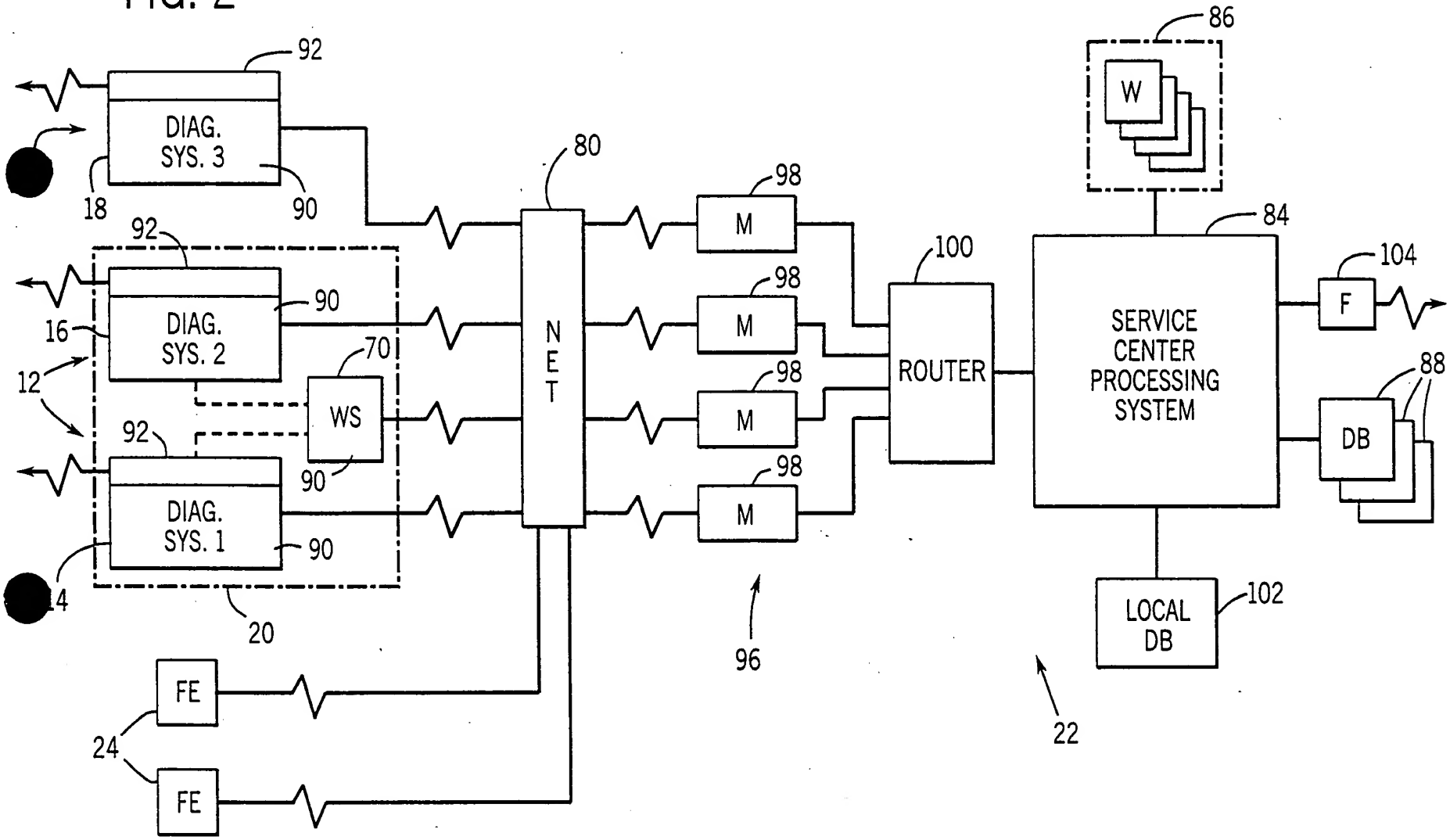


FIG. 1

09476708 . 123099

FIG. 2



09476708 . 123099

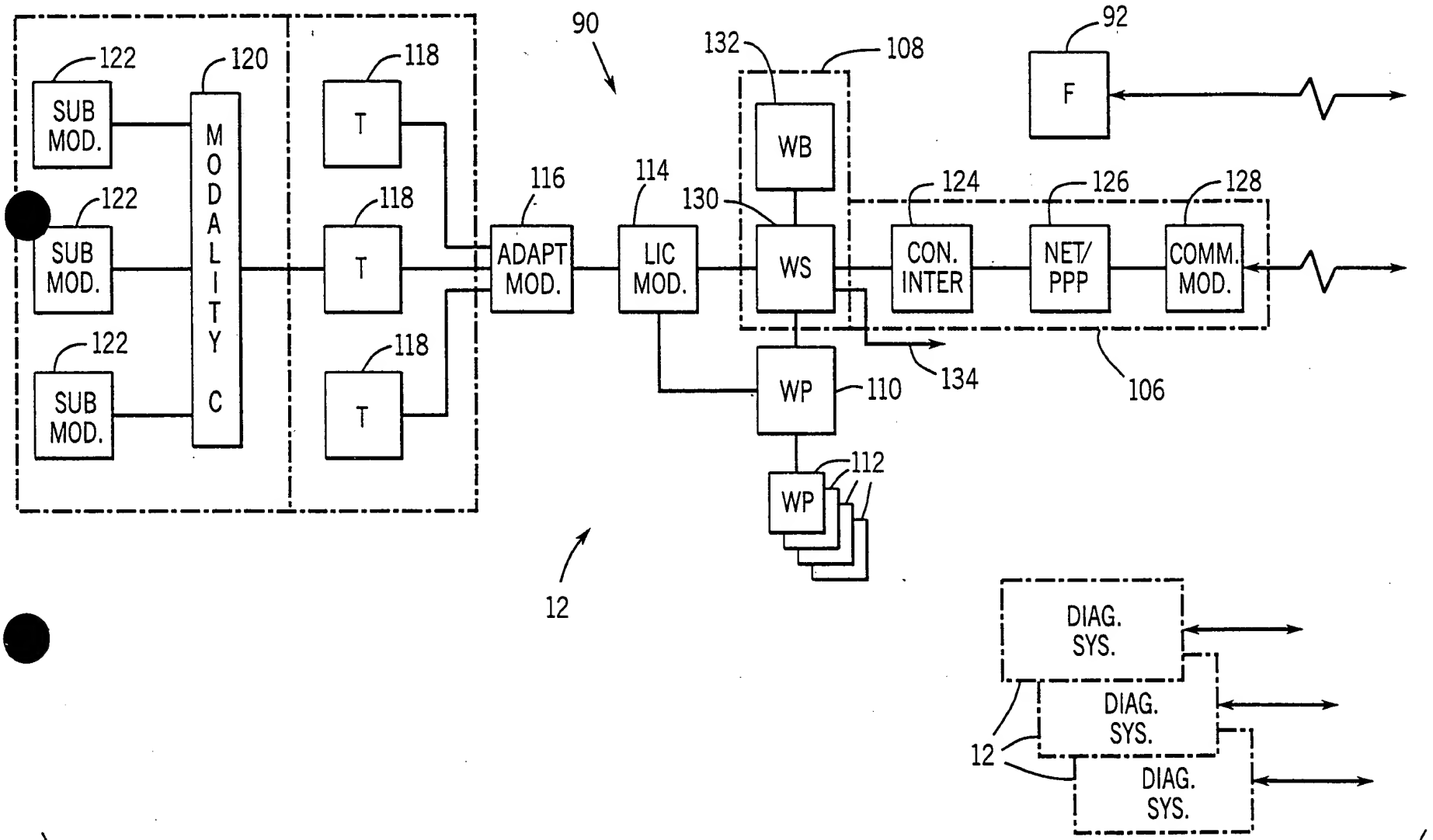
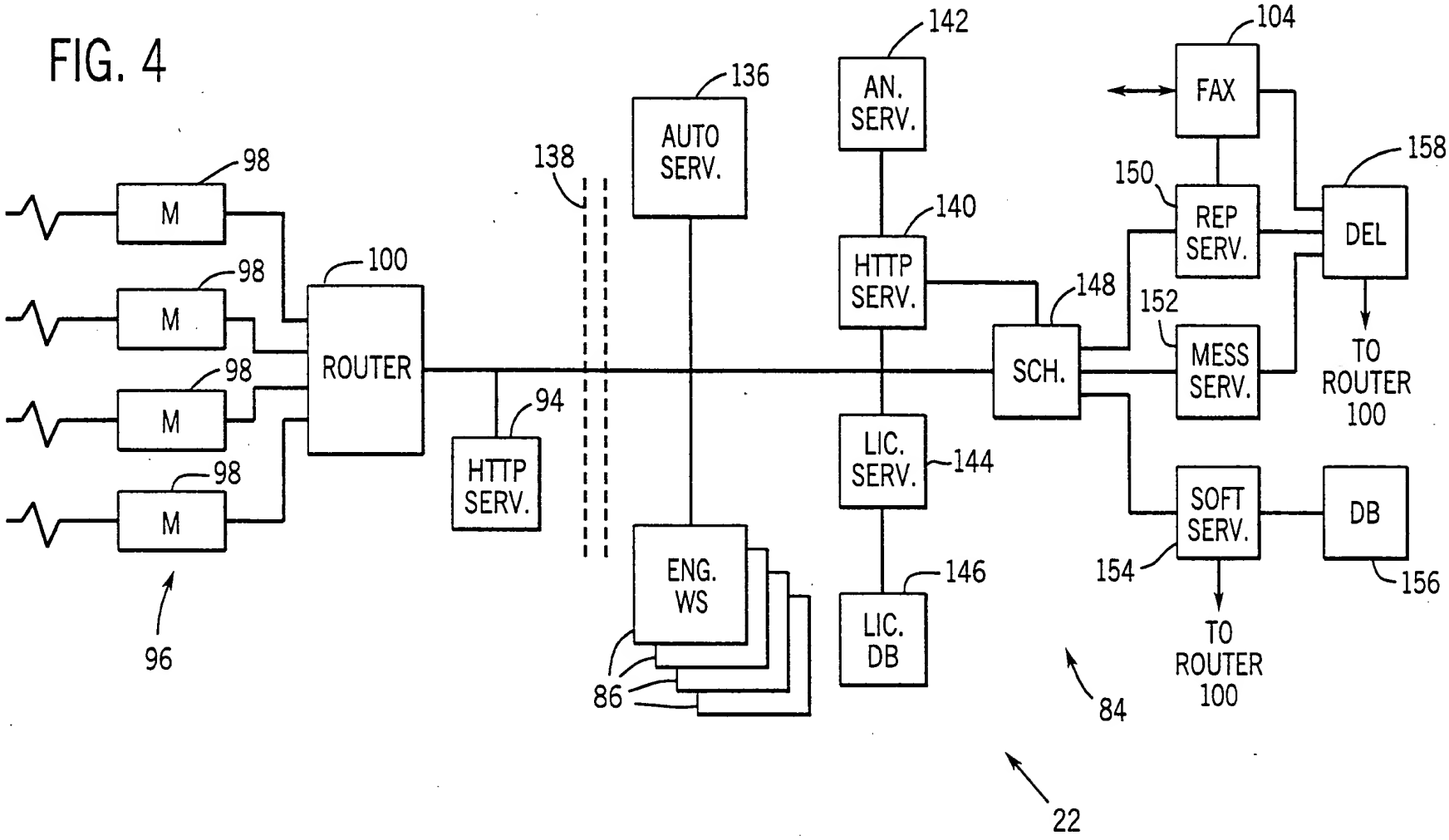


FIG. 3

09476708_123099

FIG. 4



09476708.123099

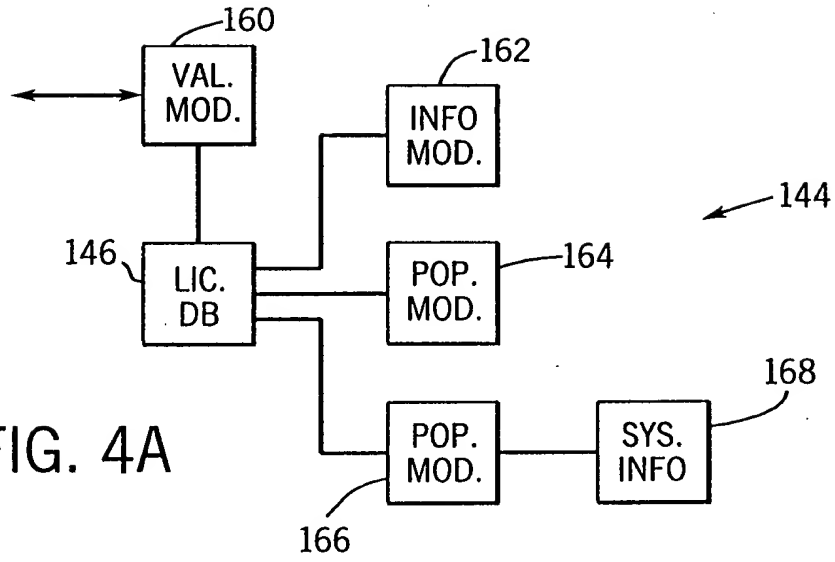

160
VAL. MOD.
162
INFO MOD.
144
146
LIC. DB
POP. MOD.
164
168
POP. MOD.
SYS. INFO
166

FIG. 4A

FIG. 4B

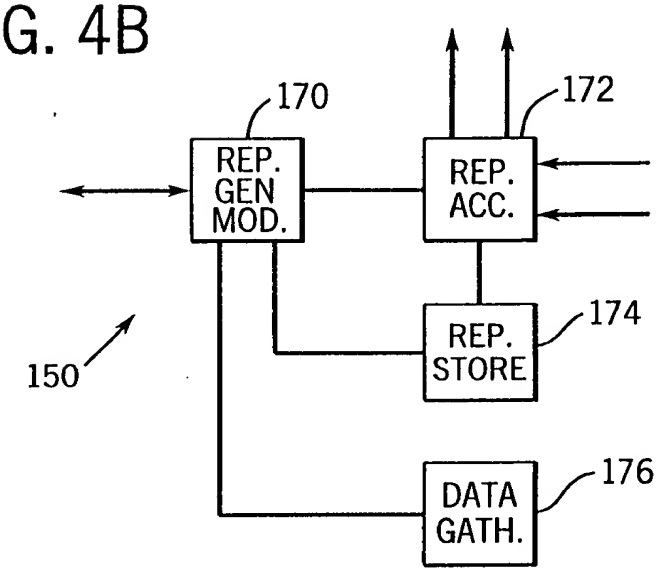
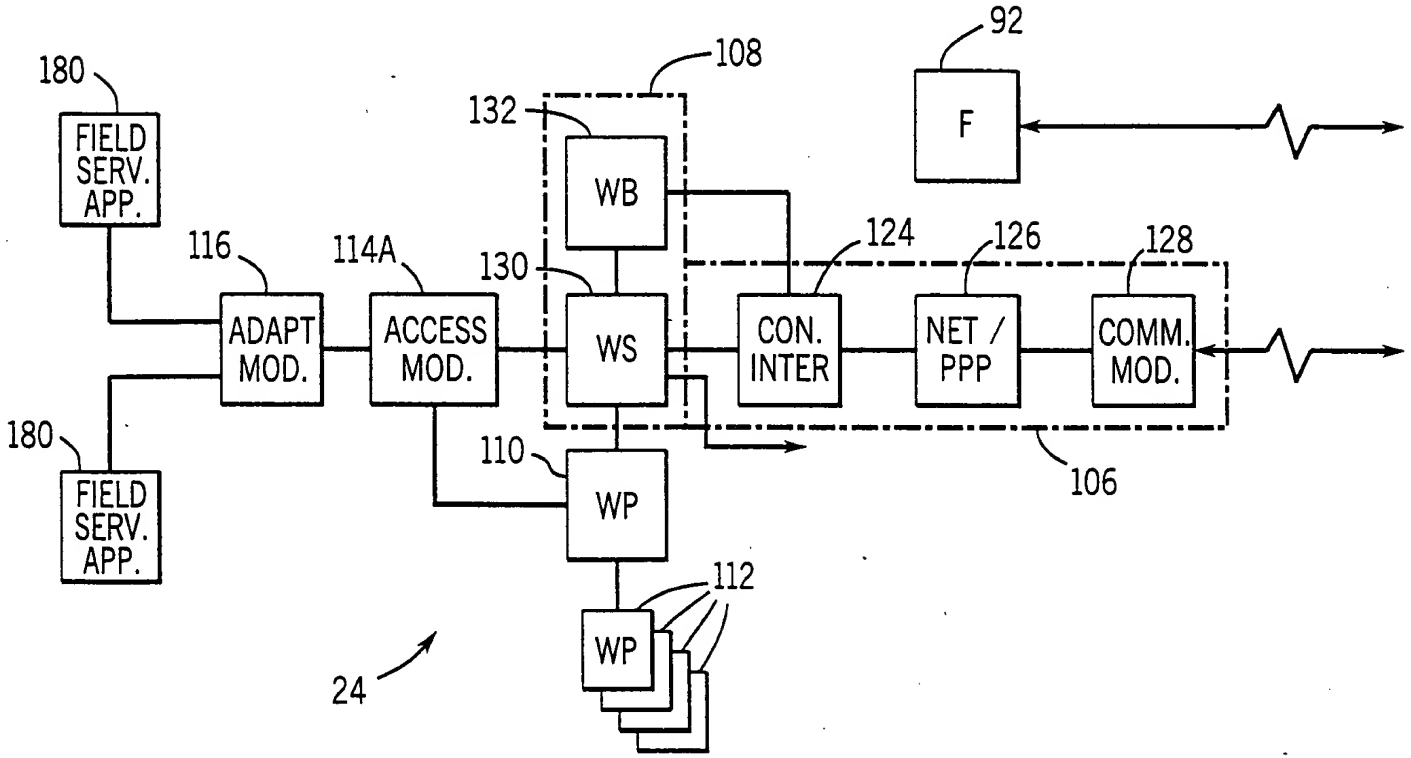

170
172
REP. GEN MOD.
REP. ACC.
150
REP. STORE
174
DATA GATH.
176

FIG. 5



09476708 . 123099

FIG. 6

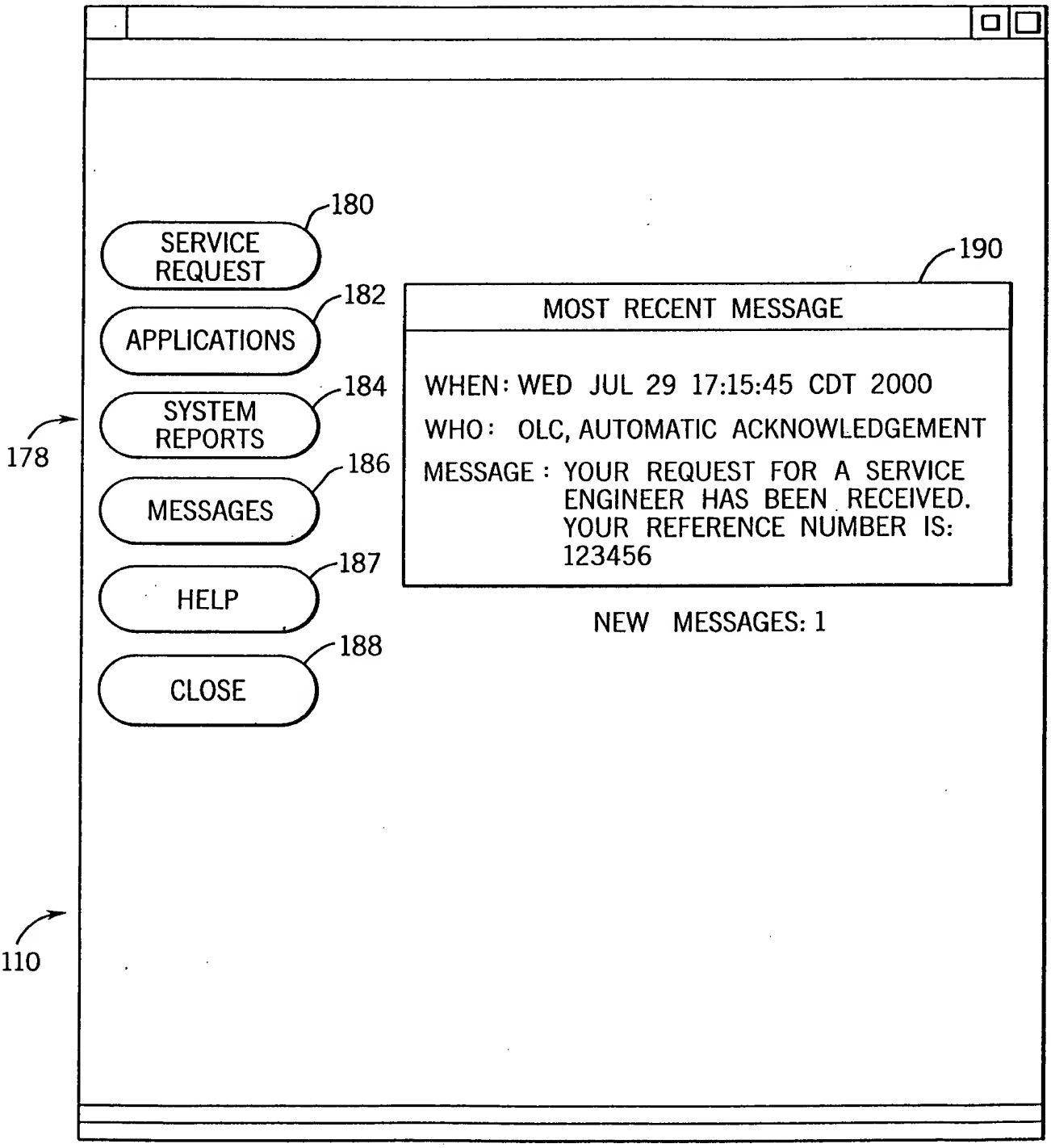

180
SERVICE REQUEST
182
APPLICATIONS
184
SYSTEM REPORTS
186
MESSAGES
187
HELP
188
CLOSE
178
110
190
MOST RECENT MESSAGE
WHEN: WED JUL 29 17:15:45 CDT 2000
WHO: OLC, AUTOMATIC ACKNOWLEDGEMENT
MESSAGE: YOUR REQUEST FOR A SERVICE ENGINEER HAS BEEN RECEIVED. YOUR REFERENCE NUMBER IS: 123456
NEW MESSAGES: 1

FIG. 7

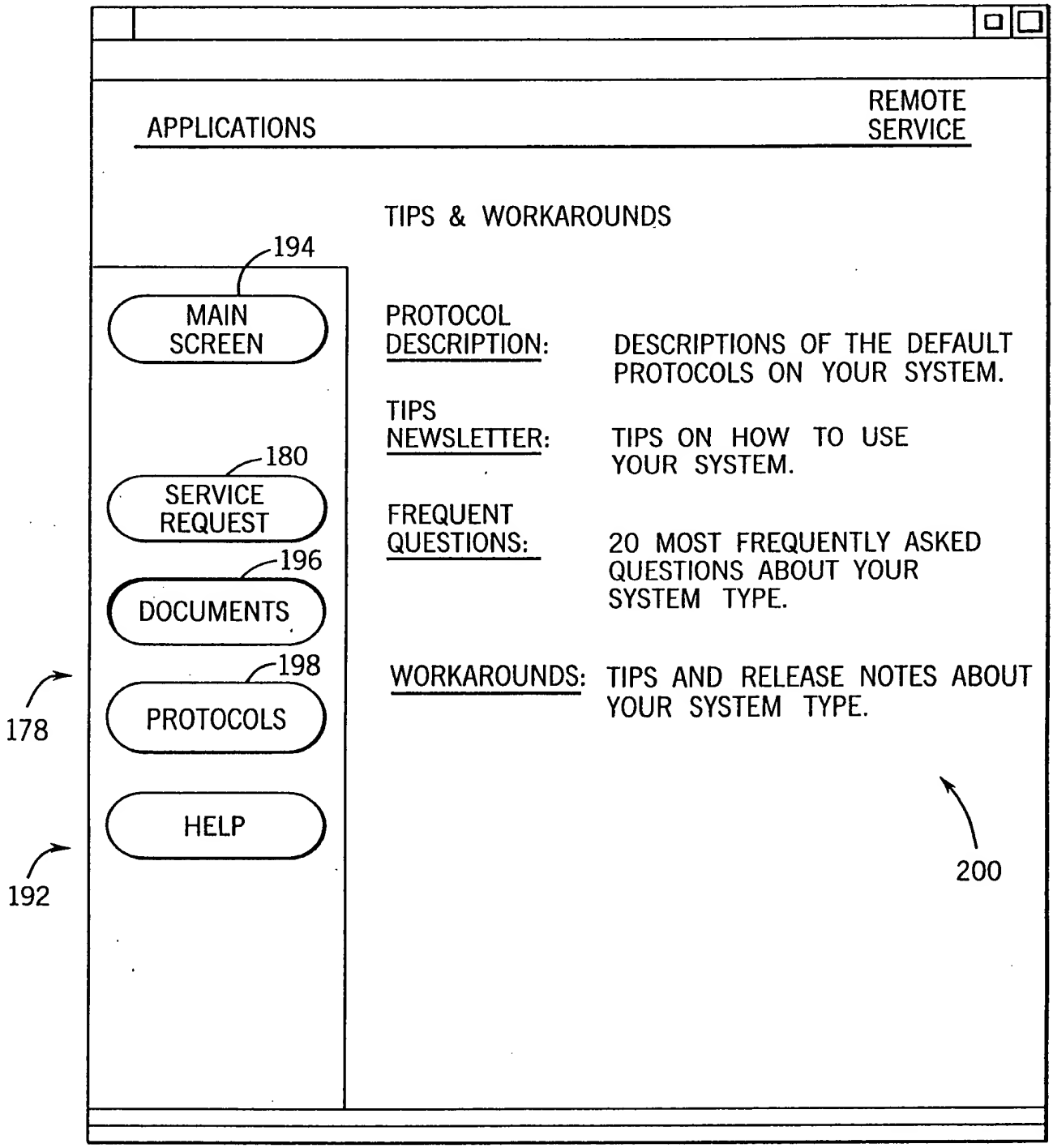

APPLICATIONS
REMOTE SERVICE
TIPS & WORKAROUNDS
194
MAIN SCREEN
180
SERVICE REQUEST
196
DOCUMENTS
198
PROTOCOLS
HELP
178
192
PROTOCOL DESCRIPTION:
DESCRIPTIONS OF THE DEFAULT PROTOCOLS ON YOUR SYSTEM.
TIPS NEWSLETTER:
TIPS ON HOW TO USE YOUR SYSTEM.
FREQUENT QUESTIONS:
20 MOST FREQUENTLY ASKED QUESTIONS ABOUT YOUR SYSTEM TYPE.
WORKAROUNDS:
TIPS AND RELEASE NOTES ABOUT YOUR SYSTEM TYPE.
200

FIG. 8

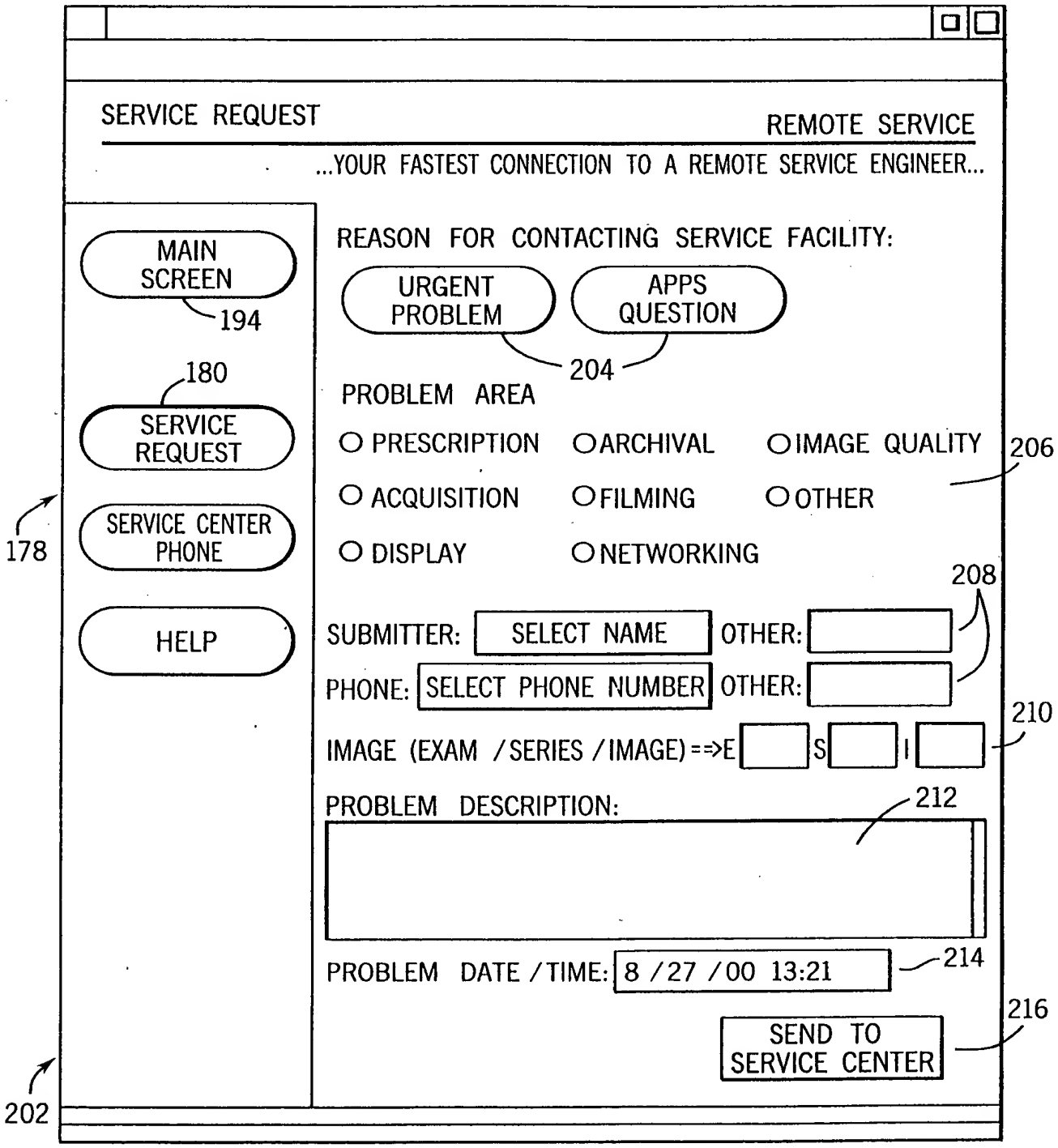

SERVICE REQUEST
REMOTE SERVICE
...YOUR FASTEST CONNECTION TO A REMOTE SERVICE ENGINEER...
MAIN SCREEN
194
180
SERVICE REQUEST
178
SERVICE CENTER PHONE
HELP
REASON FOR CONTACTING SERVICE FACILITY:
URGENT PROBLEM
APPS QUESTION
204
PROBLEM AREA
O PRESCRIPTION
O ARCHIVAL
O IMAGE QUALITY
206
O ACQUISITION
O FILMING
O OTHER
O DISPLAY
O NETWORKING
208
SUBMITTER: SELECT NAME
OTHER:
PHONE: SELECT PHONE NUMBER
OTHER:
210
IMAGE (EXAM /SERIES /IMAGE) ==>E
S
I
PROBLEM DESCRIPTION:
212
PROBLEM DATE /TIME: 8 /27 /00 13:21
214
216
SEND TO SERVICE CENTER
202

FIG. 9

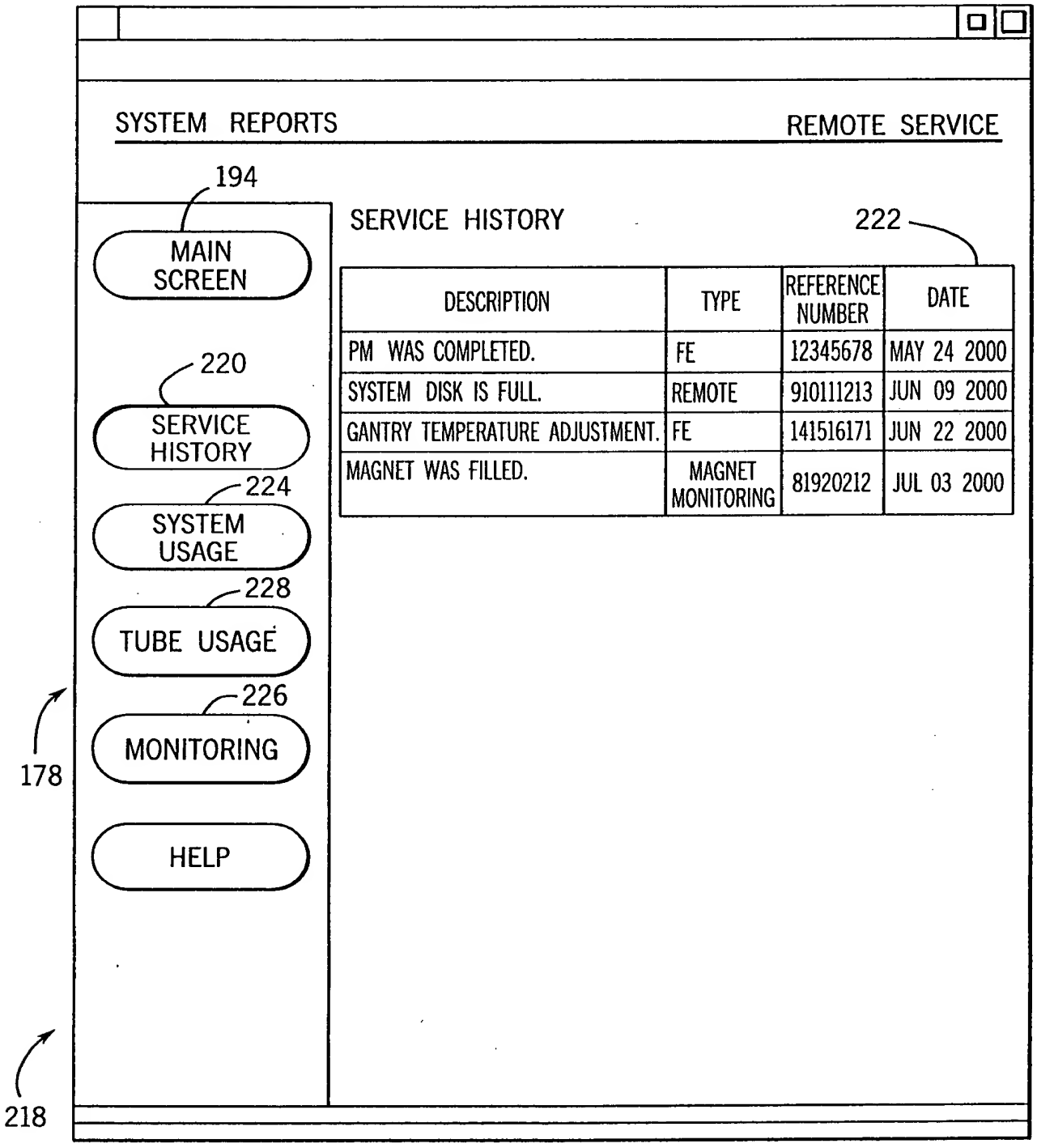

SYSTEM REPORTS
REMOTE SERVICE
194
MAIN SCREEN
220
SERVICE HISTORY
224
SYSTEM USAGE
228
TUBE USAGE
226
MONITORING
HELP
178
218
SERVICE HISTORY
222
DESCRIPTION
TYPE
REFERENCE NUMBER
DATE
PM WAS COMPLETED.
FE
12345678
MAY 24 2000
SYSTEM DISK IS FULL.
REMOTE
910111213
JUN 09 2000
GANTRY TEMPERATURE ADJUSTMENT.
FE
141516171
JUN 22 2000
MAGNET WAS FILLED.
MAGNET MONITORING
81920212
JUL 03 2000

FIG. 10

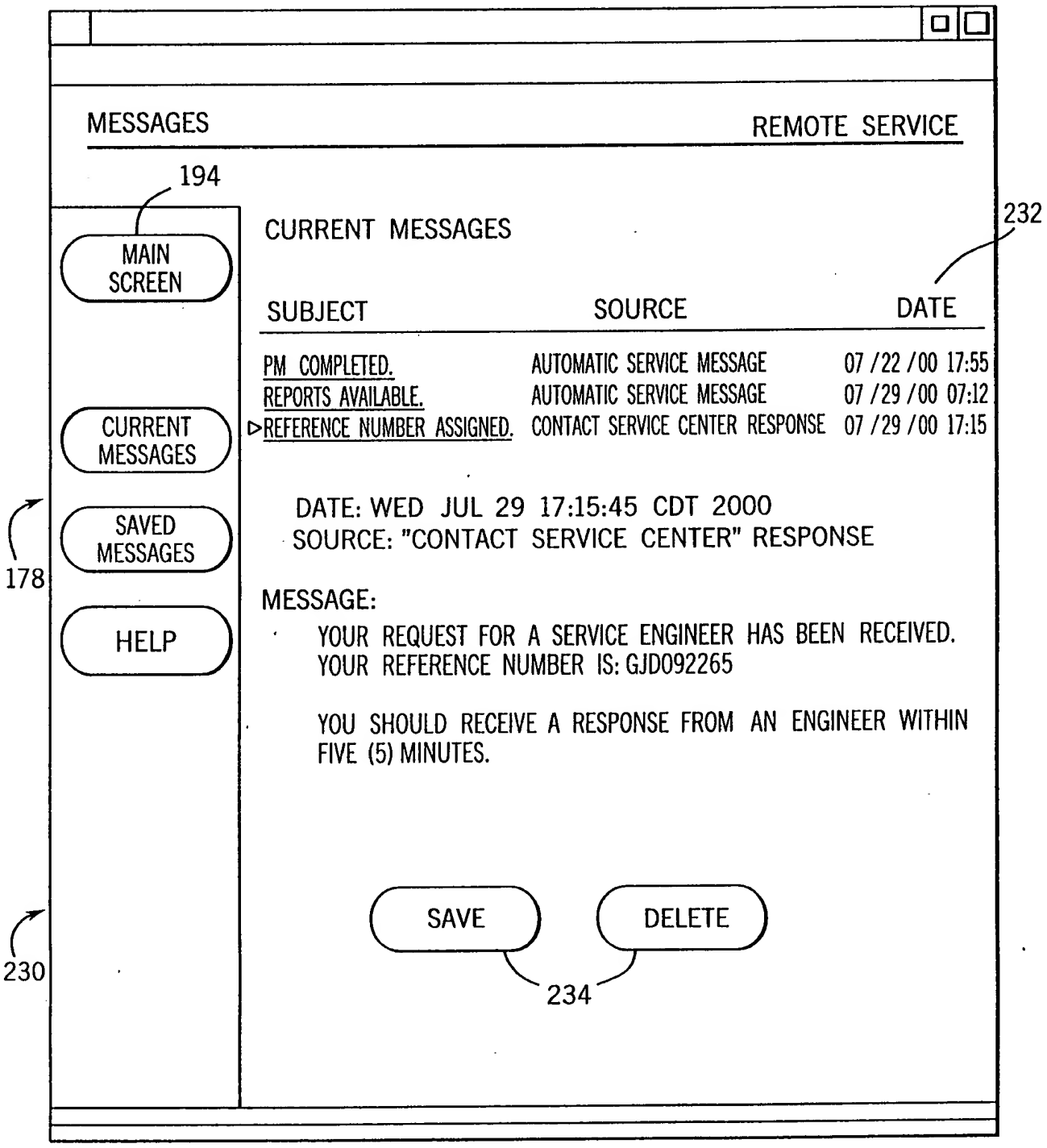

MESSAGES
REMOTE SERVICE
194
MAIN SCREEN
CURRENT MESSAGES
SAVED MESSAGES
HELP
178
230
CURRENT MESSAGES
232
SUBJECT
SOURCE
DATE
PM COMPLETED.
AUTOMATIC SERVICE MESSAGE
07 /22 /00 17:55
REPORTS AVAILABLE.
AUTOMATIC SERVICE MESSAGE
07 /29 /00 07:12
REFERENCE NUMBER ASSIGNED.
CONTACT SERVICE CENTER RESPONSE
07 /29 /00 17:15
DATE: WED JUL 29 17:15:45 CDT 2000
SOURCE: "CONTACT SERVICE CENTER" RESPONSE
MESSAGE:
YOUR REQUEST FOR A SERVICE ENGINEER HAS BEEN RECEIVED.
YOUR REFERENCE NUMBER IS: GJD092265
YOU SHOULD RECEIVE A RESPONSE FROM AN ENGINEER WITHIN FIVE (5) MINUTES.
SAVE
DELETE
234

FIG. 11

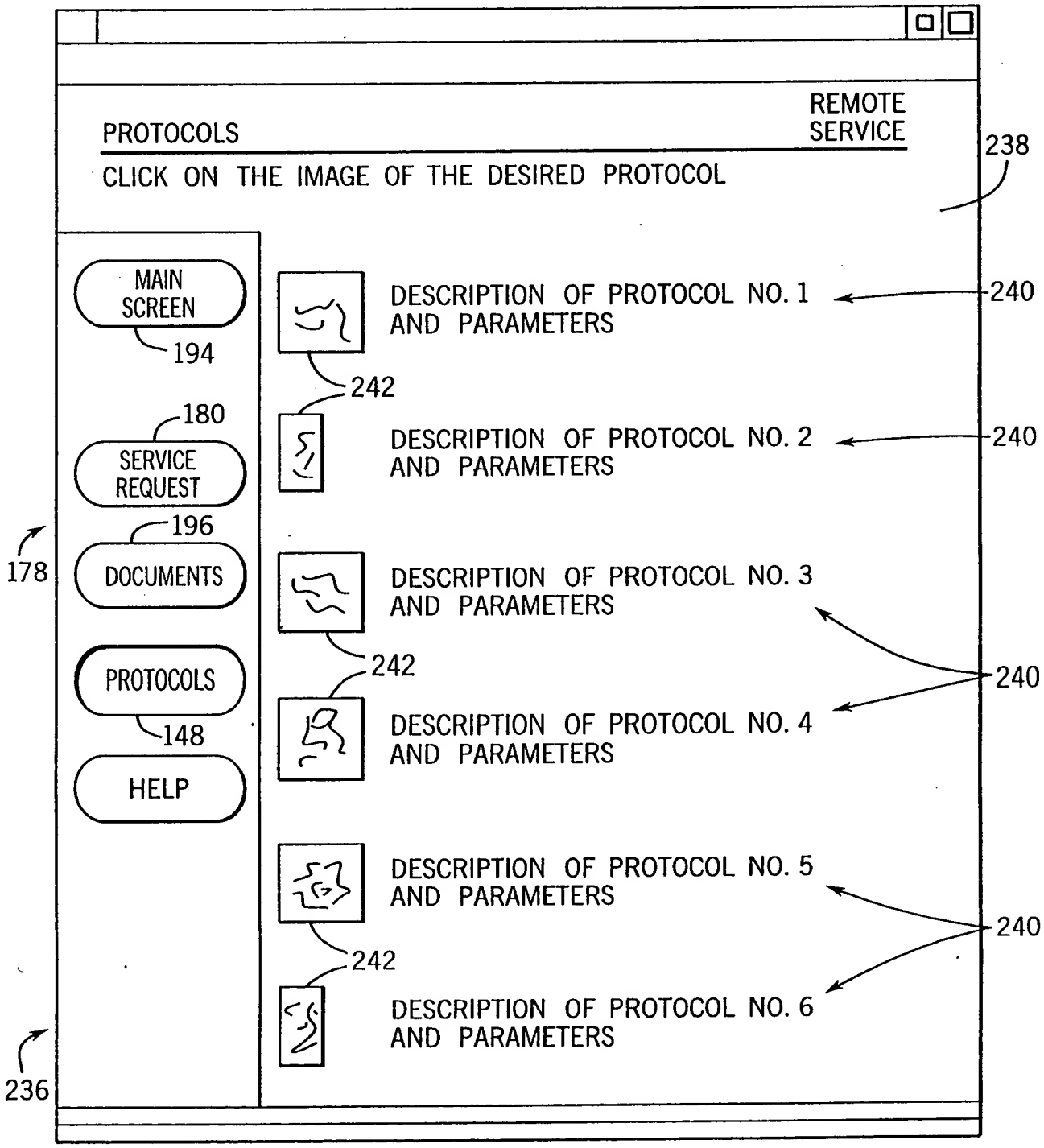

PROTOCOLS
REMOTE SERVICE
238
CLICK ON THE IMAGE OF THE DESIRED PROTOCOL
MAIN SCREEN
194
180
SERVICE REQUEST
196
DOCUMENTS
178
PROTOCOLS
148
HELP
236
DESCRIPTION OF PROTOCOL NO. 1 AND PARAMETERS
240
242
DESCRIPTION OF PROTOCOL NO. 2 AND PARAMETERS
240
DESCRIPTION OF PROTOCOL NO. 3 AND PARAMETERS
242
240
DESCRIPTION OF PROTOCOL NO. 4 AND PARAMETERS
DESCRIPTION OF PROTOCOL NO. 5 AND PARAMETERS
240
242
DESCRIPTION OF PROTOCOL NO. 6 AND PARAMETERS

FIG. 12

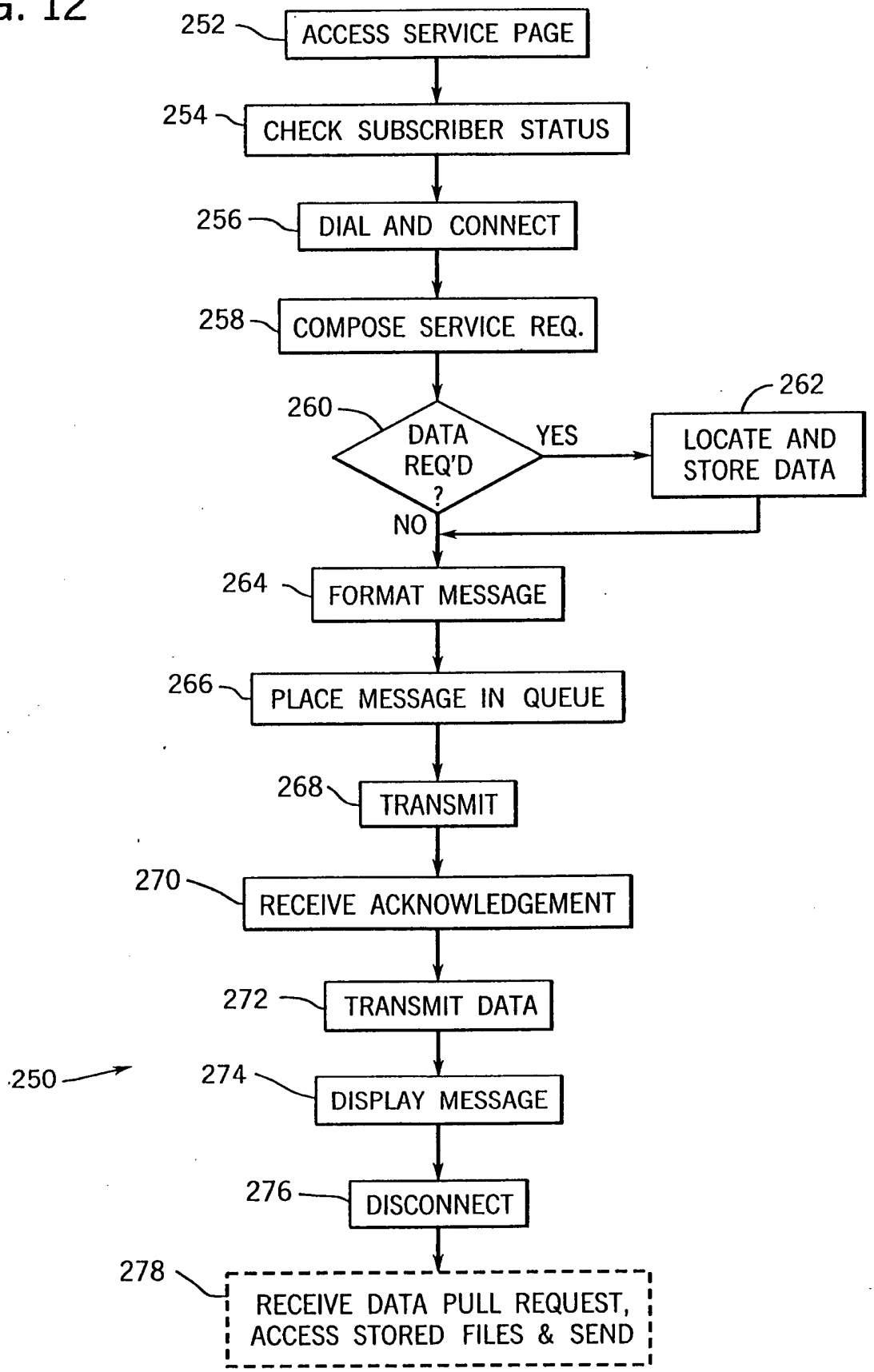

252
ACCESS SERVICE PAGE
254
CHECK SUBSCRIBER STATUS
256
DIAL AND CONNECT
258
COMPOSE SERVICE REQ.
260
DATA REQ'D ?
YES
262
LOCATE AND STORE DATA
NO
264
FORMAT MESSAGE
266
PLACE MESSAGE IN QUEUE
268
TRANSMIT
270
RECEIVE ACKNOWLEDGEMENT
272
TRANSMIT DATA
250
274
DISPLAY MESSAGE
276
DISCONNECT
278
RECEIVE DATA PULL REQUEST, ACCESS STORED FILES & SEND

FIG. 13

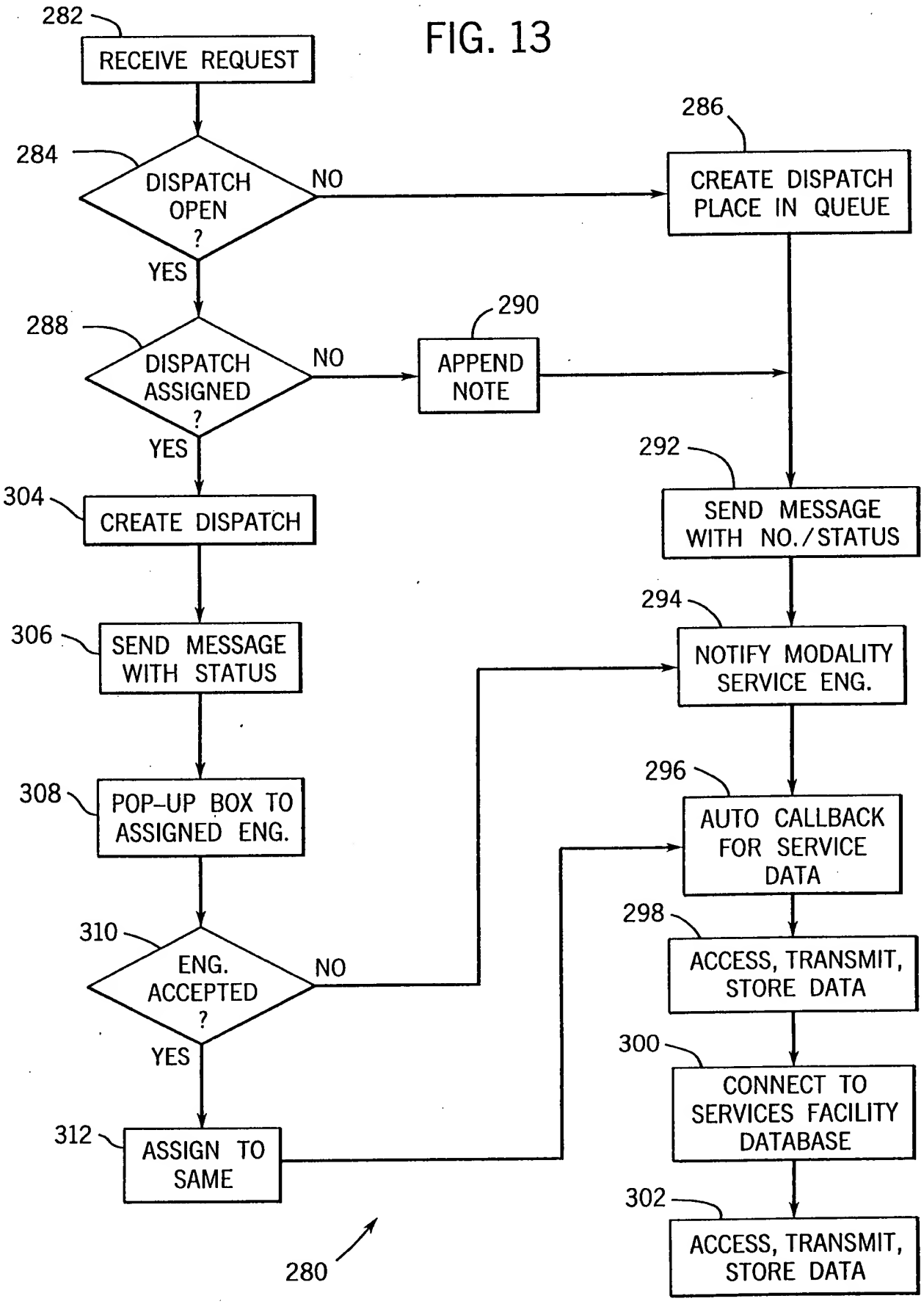

282
RECEIVE REQUEST
284
DISPATCH OPEN ?
NO
YES
286
CREATE DISPATCH PLACE IN QUEUE
288
DISPATCH ASSIGNED ?
NO
290
APPEND NOTE
YES
292
SEND MESSAGE WITH NO./STATUS
304
CREATE DISPATCH
294
NOTIFY MODALITY SERVICE ENG.
306
SEND MESSAGE WITH STATUS
296
AUTO CALLBACK FOR SERVICE DATA
308
POP-UP BOX TO ASSIGNED ENG.
298
ACCESS, TRANSMIT, STORE DATA
310
ENG. ACCEPTED ?
NO
YES
300
CONNECT TO SERVICES FACILITY DATABASE
312
ASSIGN TO SAME
302
ACCESS, TRANSMIT, STORE DATA
280

FIG. 14

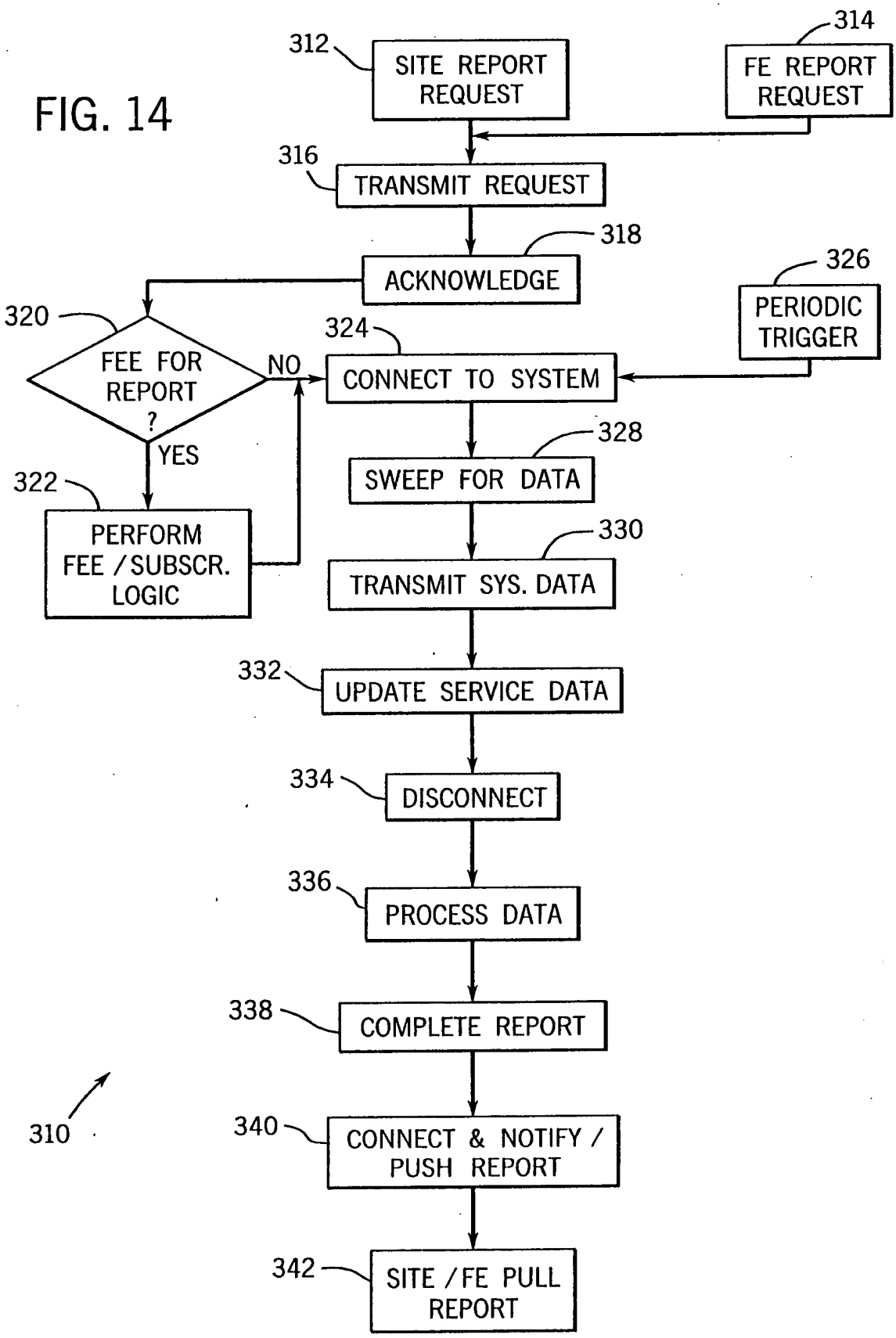

312
SITE REPORT REQUEST
314
FE REPORT REQUEST
316
TRANSMIT REQUEST
318
ACKNOWLEDGE
326
PERIODIC TRIGGER
320
FEE FOR REPORT ?
NO
324
CONNECT TO SYSTEM
YES
328
SWEEP FOR DATA
322
PERFORM FEE / SUBSCR. LOGIC
330
TRANSMIT SYS. DATA
332
UPDATE SERVICE DATA
334
DISCONNECT
336
PROCESS DATA
338
COMPLETE REPORT
310
340
CONNECT & NOTIFY / PUSH REPORT
342
SITE / FE PULL REPORT

FIG. 15

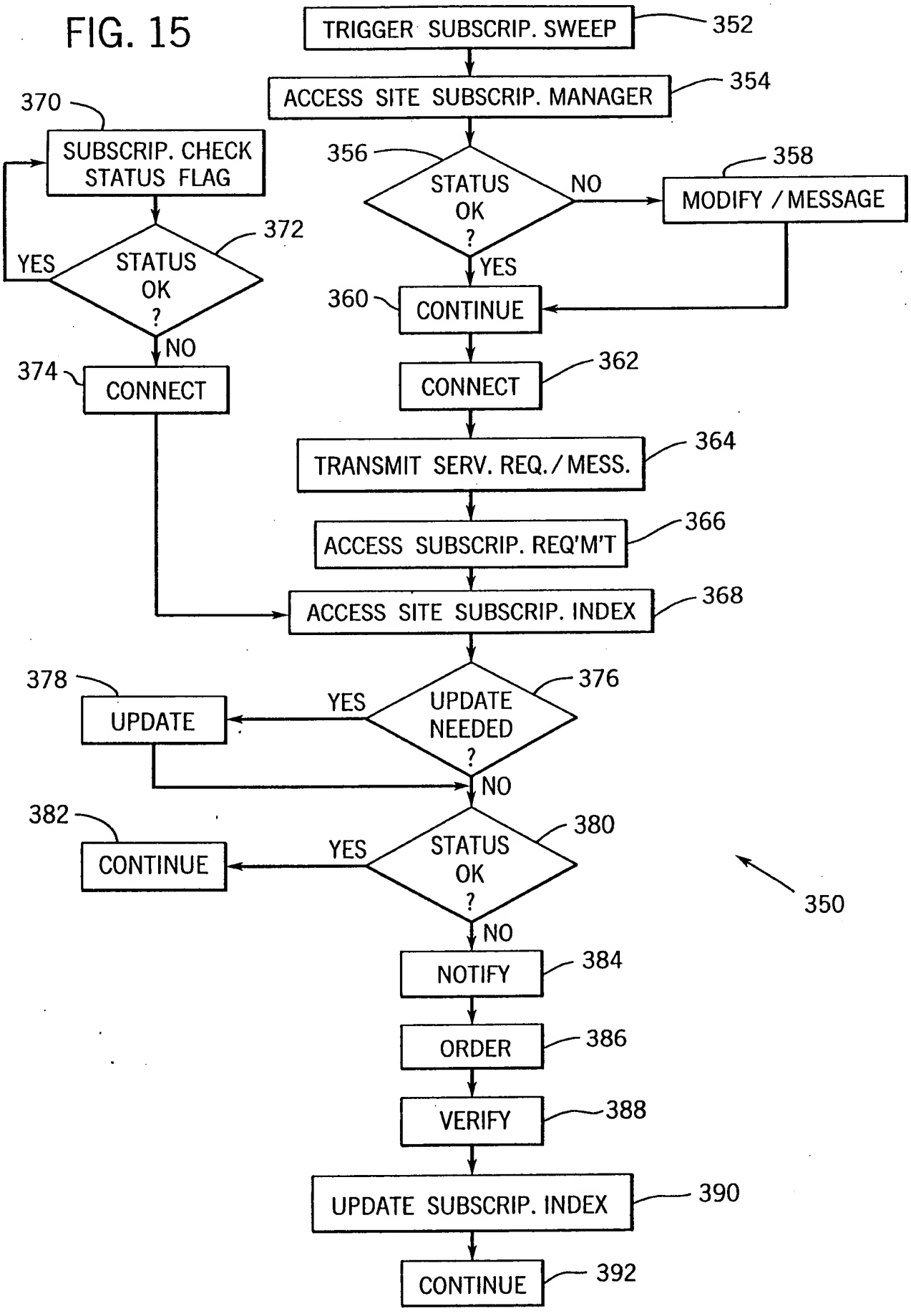
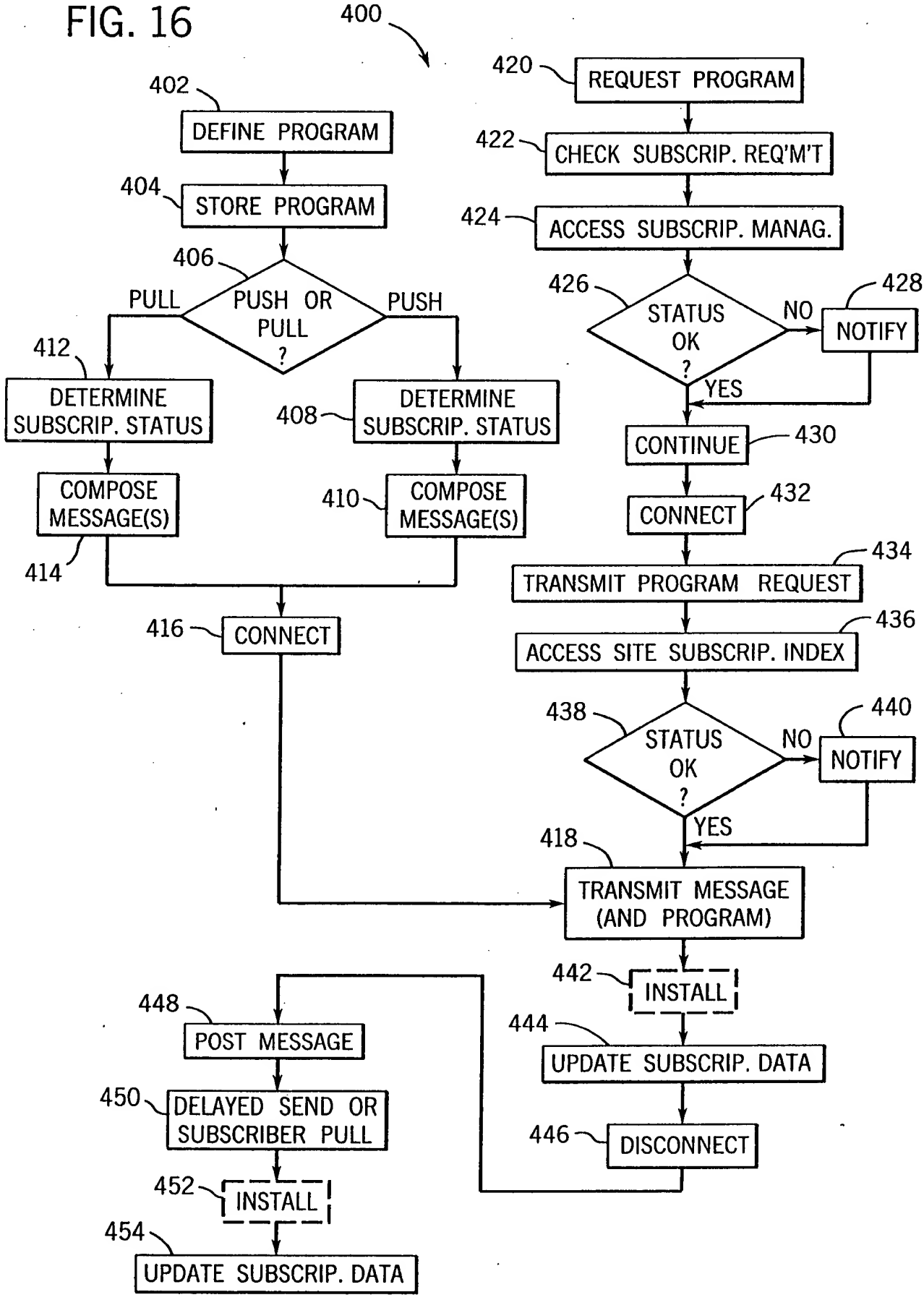

TRIGGER SUBSCRIP. SWEEP
352
ACCESS SITE SUBSCRIP. MANAGER
354
356
STATUS OK ?
NO
358
MODIFY / MESSAGE
YES
360
CONTINUE
362
CONNECT
364
TRANSMIT SERV. REQ. / MESS.
366
ACCESS SUBSCRIP. REQ'M'T
368
ACCESS SITE SUBSCRIP. INDEX
370
SUBSCRIP. CHECK STATUS FLAG
372
STATUS OK ?
YES
NO
374
CONNECT
376
UPDATE NEEDED ?
YES
378
UPDATE
NO
380
STATUS OK ?
YES
382
CONTINUE
NO
384
NOTIFY
386
ORDER
388
VERIFY
390
UPDATE SUBSCRIP. INDEX
392
CONTINUE
350

FIG. 16


400
402
DEFINE PROGRAM
404
STORE PROGRAM
406
PUSH OR PULL ?
PULL
PUSH
412
DETERMINE SUBSCRIP. STATUS
408
DETERMINE SUBSCRIP. STATUS
COMPOSE MESSAGE(S)
410
COMPOSE MESSAGE(S)
414
416
CONNECT
420
REQUEST PROGRAM
422
CHECK SUBSCRIP. REQ'M'T
424
ACCESS SUBSCRIP. MANAG.
426
STATUS OK ?
NO
428
NOTIFY
YES
CONTINUE
430
CONNECT
432
434
TRANSMIT PROGRAM REQUEST
436
ACCESS SITE SUBSCRIP. INDEX
438
STATUS OK ?
NO
440
NOTIFY
YES
418
TRANSMIT MESSAGE (AND PROGRAM)
442
INSTALL
444
UPDATE SUBSCRIP. DATA
446
DISCONNECT
448
POST MESSAGE
450
DELAYED SEND OR SUBSCRIBER PULL
452
INSTALL
454
UPDATE SUBSCRIP. DATA